

Personal Telephone Banking

terms and conditions

effective date: 31 January 2011



2

Contents

Introduction	3
Your Bank	3
Our obligation to you	3
Features	3
Description	3
Other terms and conditions of use	5
Services available	6
Times of availability	6
Ensuring your security	6
Protecting your access code	7
Access to your accounts	8
Payments and their effective dates	8
Your instructions to the Bank	8
Funds transfers, credit card and bill payments – system cut-off times	8
Transaction reference numbers/receipts	9
Value limit on transfers	9
Call monitoring	9
Call costs	9
Stopping your use of Telephone Banking	9
Mistakes and concerns	10
Rules about BPAY	10
Future dated payments	10
Correct and incorrect amounts	10
Delays	11
Other concerns and their solutions	11
If you suspect fraud	11
Consequential loss	11
Liability for unauthorised transactions (including BPAY)	12
When the account holder is not liable	12
When the account holder is liable	12
When limited liability applies	13
BPAY transactions	14
General Matters	14
The Code of Banking Practice	14
The Electronic Funds Transfer Code of Conduct	15
What to do if you have a problem or dispute	15
What happens if your details change?	16
Factors that may influence our advice	16
Changes to terms and conditions	17
Definitions	18
Anti-money laundering and counter-terrorism financing obligations	19

Introduction

Your Bank

The Personal Telephone Banking service is provided to you by:

Westpac Banking Corporation

ABN 33 007 457 141

275 Kent Street

Sydney NSW 2000

Australian Financial Services Licence Number 233714

Our obligation to you

It is our commitment to make all the details about your banking as clear as we possibly can. This Terms and Condition booklet gives you all the information you need regarding the Personal Telephone Banking service that we provide.

We encourage you to read this document carefully and keep it handy so you can refer to it when you have questions.

If there's anything in this document that you'd like to have clarified or know more about, simply contact us in any of these four ways:

- call Telephone Banking on 132 032;
- write to us at GPO Box 3433, Sydney NSW 2001;
- send an email to online@westpac.com.au
- visit any of our branches.

Features

Description

Telephone Banking lets you check account balances, pay bills and transfer money automatically wherever and whenever you like, with just one call. If you need help, a Banking Representative is one push of a button away.

4

What you can do using Personal Telephone Banking

All accounts excluding Term Deposits

Check the Interest rate on your Home Loan	✓
Check your account balances	✓
Pay bills using BPAY® and transfer funds between your accounts	✓
Pay your credit card	✓
Obtain details of recent transactions	✓
Check your BSB and Account Number	✓
Check your interest earned	✓
Change your address	✓ staff-assisted
Stop cheque payments	✓ staff-assisted
Request copies of statements	✓ staff-assisted
Talk to a Banking Representative	✓ staff-assisted
Report lost or stolen Debit MasterCard®, Handycard, Visa Debit card or credit cards	✓ staff-assisted
Order statements	✓ staff-assisted
Order a cheque book	✓ staff-assisted
Open and close accounts (conditions apply)	✓ staff-assisted
Register for Internet Banking	✓ staff-assisted

Term Deposits

The following functions apply for new and existing customers to invest in Term Deposits using the Telephone Banking channel:

- open a Term Deposit;
- enter or change renewal instructions;
- add funds to a renewing term deposit within the first three business days of the term deposit maturing (including the date of maturity);
- disburse funds to bank accounts held in the same name as the Term Deposit;
- terminate deposits at maturity (except where deposits are restricted or held 'as security');
- terminate the account early, for those customers who accept the adjusted interest rate;
- Obtain information on Term Deposit Specials for amounts up to \$250,000.

Please note that Telephone Banking cannot perform an early repayment on the following Term Deposits:

- held by deceased customers;
- where a Bank error has occurred (you will need to visit one of our branches);
- restricted deposits and deposits over which security is held;
- where interest adjustment is to be waived.

For information on current fees and charges for use of Telephone Banking please contact us as described in the 'Our obligation to you' section.

Other terms and conditions of use

Your use of Telephone Banking acknowledges your agreement to accept the following terms and conditions. If you do not wish to accept these terms and conditions, please do not use Telephone Banking.

6

Services available

With Telephone Banking, you can obtain information about all of your linked accounts or other products and services and undertake banking transactions on all accounts (subject to the terms and conditions of the account) over the phone. The terms and conditions of the account you access using Telephone Banking continue to apply. Please refer to your "Deposit Account for Personal Banking Customers, terms and conditions booklet for detail of all fees and charges for the use of Telephone Banking Services.

Times of availability

Self-service Telephone Banking available 24 hours a day, 7 days a week. Banker assisted Telephone Banking is provided 8am - 8pm, 7 days a week¹. The Bank will do everything possible to ensure that Telephone Banking is available at the specified times. The Bank will also regularly correct and update information available to you.

We cannot, however, be held responsible for errors, inaccuracies, omissions or delays resulting from temporary failure of the Telephone Banking network, ancillary equipment and other circumstances beyond our reasonable control.

Ensuring your security

To ensure security of transactions you make through Telephone Banking we will provide you with a customer number and an access code to be quoted each time you use the service.

Please ensure that you keep your access code in a safe place and do not tell or show it to an unauthorised person. You must take all necessary precautions to maintain confidentiality of your access code. We may cancel your access code without notice at any time if we believe or suspect it is being misused. When accessing Telephone Banking from a telephone where numbers dialled may be recorded (for example, hotels for billing purposes), you must use the Telephone Banking staff-assisted service to avoid your access code being recorded.

You can change your access code at any time provided you correctly quote your current access code. You should change your access code when first issued and then periodically or when you believe that your access code has become known to others.

You must immediately notify us if you know or suspect that your access code has become known to someone else or you suspect

7

that unauthorised transactions have been made on your account. Where this occurs please call Telephone Banking.

Protecting your access code

To protect your access code (your 'code') you must:

- try to memorise it;
- destroy any documentation we issue to you containing your code;
- not tell anyone your code, including family members, friends and our staff (except when completing a staff-assisted Telephone Banking enquiry or transaction);
- if you select your own code, do not select a number that can easily be guessed, such as a previously selected code, consecutive numbers, one number repeated, or numbers which form a pattern, or that can easily be associated with you, such as a number which represents a recognisable part of your date of birth, telephone number, drivers licence number and so forth;
- make sure that nobody watches you or hears you when you are entering or using your code.

If you select your own code, for security reasons you should endeavour to change it at regular intervals (say, every two years).

If you make a record of your code you must either take reasonable steps to prevent unauthorised access to the record or ensure the record is reasonably disguised. We do not consider that you have made a reasonable attempt to disguise your code if you only:

- record it in reverse order;
- record it as a series of numbers with any of them marked to indicate the code;
- record the code as a telephone number with the code in its correct sequence anywhere within the telephone number;
- record the code as a telephone number where no other telephone numbers are recorded;
- disguise the code as a date or as an amount.

There may be other forms of disguise which may be similarly unsuitable because of the ease of another person working out your code.

Please note: Liability for losses resulting from unauthorised

1. Available for all personal deposit accounts except Term Deposits. Not all staff assisted services are available on national public holidays.

transactions is determined under the relevant provisions of the Electronic Funds Transfer Code of Conduct, notwithstanding the obligations listed above.

Access to your accounts

You can use Telephone Banking to access those accounts held by you and grouped under your customer number.

Payments and their effective dates

Unless otherwise advised by Westpac, information as to the state of your account(s) will reflect the position at the close of business on the previous business day.

Your instructions to the Bank

When you use Telephone Banking, your instructions will be carried out if they are permitted by the terms and conditions of your account(s). We cannot refuse an instruction once we acknowledge receipt of that instruction. However, we may defer action and seek further information from you, or other parties before carrying out an instruction. In that case, you will be told promptly and will have the opportunity to respond.

Funds transfers, credit card and bill payments – system cut-off times

Funds can be transferred between any of your accounts, including credit card accounts. A funds transfer constitutes a withdrawal from the account from which you make the transfer or payment and a deposit to the account to which you make the transfer or payment. System cut-off times may be varied at any time. Current system cut-off times to receive same day value to your account include:

Service	System cut-off time
Funds transfer	7.30pm Sydney time on a business day
Credit card payments	7.30pm Sydney time on a business day
BPAY payments	6.00pm Sydney time on a business day

If you make a transfer after these cut-off times your transaction will not be processed until the following business day.

Transaction reference numbers/receipts

Each time you make a transaction through Telephone Banking, we will provide a transaction reference number which acts as a receipt. We suggest that you write this number down. It will appear on your regular statements and should be quoted if you have any queries.

Value limit on transfers

As an additional security precaution, the Bank may impose a transaction value limit on amounts transferred from your account when using Telephone Banking. This may be done at any time without notice. If you transfer funds or make a BPAY payment using the help of a staff member the amount you can transfer is unlimited. Additional identification questions may be required for large amounts. If you use self-service phone banking, you can generally transfer funds for amounts of up to \$100,000 per transaction. If you are using BPAY, you can pay up to \$25,000 per transaction. However, certain credit card and TAB billers may be restricted to a lower daily limit. Please note that each BPAY biller may impose their own transaction amount minimum and maximum limits.

Call monitoring

In order to monitor and improve quality and security it is agreed that we can, at our discretion, record transactions made through Telephone Banking. Privacy provisions required by law are observed.

Call costs

You can register for and use the service from anywhere in Australia for the cost of a local call. Higher call charges may apply for overseas and mobile calls.

Stopping your use of Telephone Banking

You may terminate the use of Telephone Banking at any time by sending us your request in writing or by notifying Telephone Banking using your customer number and access code. Similarly, the Bank may end your use of Telephone Banking by mailing you a written notice.

Mistakes and concerns

If you think there has been a mistake in a transaction made through Telephone Banking please contact Telephone Banking and we will advise you of our dispute resolution procedure. For more information on how to do this, please refer above to 'What to do if you have a problem or dispute'.

Rules about BPAY

The Bank is a member of the BPAY Electronic Payments Scheme (BPAY Scheme). Where BPay is available to your account, you can ask us to make payments on your behalf to billers who wish to receive the payments through the BPAY Scheme. The BPAY Scheme cannot order a stop payment once you have instructed the Bank to make that payment.

Future dated payments

If we are unable to make a BPAY payment at the future payment date we will advise you.

A payment may not be able to be made due to insufficient funds, an invalid account or because the biller no longer participates in the BPAY Scheme.

Correct and incorrect amounts

Please ensure that you specify the correct amount you wish to pay. If you instruct a BPAY payment and later discover that:

- the amount you specified is greater than the required amount, then you must liaise directly with the biller to obtain a refund of the excess amount;
- the amount that you specified is less than the required amount, then you can make another BPAY payment to make up the difference; or
- if you do require a complete BPAY payment refund you can contact Telephone Banking.

Delays

Delays might occur if another participant in the BPAY Scheme is not complying with its obligations. The Bank cannot be responsible for such delays.

If the Bank is advised that your BPAY payment cannot be processed by a biller, we will contact you to advise you of this, credit your account with the amount of the BPAY payment, and take all reasonable steps to assist you in making the BPAY payment as quickly as possible.

Other concerns and their solutions

Please tell the Bank promptly if:

- you become aware of any delays or mistakes in processing your BPAY payments; or
- you did not authorise a BPAY payment that has been made from your account; or
- you think that you have been fraudulently induced to make a BPAY payment.

We will attempt to rectify any such BPAY payments (other than incorrect payment amounts that you must pay) in the way described in this document. However, except as set out in this document, we will not be liable for any loss or damage you suffer as a result of the BPAY Scheme. If you make an erroneous or mistaken payment, this will not satisfy part or whole of your underlying debt to the biller.

If you suspect fraud

If you make a BPAY payment because of the fraud of a person involved in the BPAY Scheme (eg. a biller), then that person should refund you the amount of the fraud-induced payment. If you are not able to obtain a refund then please advise the Bank and the Bank will inform you of other rights or recovery you may have under the BPAY Scheme rules.

Consequential loss

The Bank is not liable for any consequential loss or damage you suffer as a result of the BPAY Scheme, other than in relation to any breach of a condition or warranty implied by law in contracts for the supply of goods and services which may not be excluded, restricted or modified at all, or only to a limited extent.

Liability for unauthorised transactions (including BPAY)

When the account holder is not liable

The account holder will not be liable for losses resulting from unauthorised transactions where it is clear that the user has not contributed to the loss.

The account holder will not be liable for losses resulting from unauthorised transactions that:

- are caused by the fraudulent or negligent conduct of our staff or agents or of companies involved in networking arrangements or of a merchants (ie providers of goods or services) who are linked to the electronic funds transfer system or of their agents or employees; or
- happen before the user receives or selects their code(s), including a replacement or reissued code; or
- happen after we have been notified that the security of any code has been breached; or
- are made with any component of an access method that is forged, faulty, expired or cancelled; or
- are the result of the same transaction being incorrectly debited more than once to the same account.

When the account holder is liable

The account holder will be liable for losses resulting from transactions which are carried out by the user, or by another person with the user's knowledge and consent.

The account holder will be liable for actual losses resulting from unauthorised transaction caused by the user:

- engaging in fraud; or
- voluntarily disclosing any of their codes to anyone, including a family member or friend; or
- keeping a record of a code without making a reasonable attempt to disguise it, or to prevent unauthorised access to it; or
- selecting a code which represents their birth date, or being an alphabetical code which is a recognisable part of their name, after we have asked them not to select such a code and told them of the consequences of doing so; or
- acting with extreme carelessness in failing to protect their codes.

The account holder will also be liable for actual losses resulting from unauthorised transactions caused by the user unreasonably delaying notifying us of their code(s) becoming known to someone else. The account holder's liability will only extend to losses which occur between the time when the user became aware (or should reasonably have become aware) of their code(s) becoming known to someone else and when we were actually notified.

However, the account holder will not be liable to pay for:

- that portion of the losses incurred on any one day which exceed the daily transaction limit applicable to their account(s) or the relevant access method;
- that portion of the losses incurred which exceed the balance of their account(s), including any pre-arranged credit;
- losses incurred on any accounts which the account holder and the Bank had not agreed could be accessed using the relevant access method.

The account holder's liability is subject to the Bank proving on the balance of probability that the user contributed to the losses in one or more of the ways listed above.

When limited liability applies

The account holder will only be liable for losses resulting from unauthorised transactions to a limited extent, in circumstances where a code was required to perform the transaction and it is unclear whether the user contributed to the loss. The account holder's liability in such cases will be the least of:

- \$150; or
- the balance of the account(s), including any pre-arranged credit; or
- the actual loss at the time we are notified of the code(s) becoming known to someone else (excluding that portion of the loss incurred on any one day which exceeds the applicable daily transaction limit).

BPAY transactions

With respect to BPAY transactions, the account holder will not be liable for loss of funds if a BPAY payment is made:

- to a person or for an amount which is not in accordance with the user's instructions; or
- in accordance with a payment direction which appeared to us to be from a user or on a user's behalf but for which a user did not give authority; and
- the account was debited for the amount of that payment.

In these situations, we will credit that amount to the account.

In situations where the account holder is liable for loss of funds by virtue of the above liability provisions, the account holder must pay us the amount if, after 20 business days of us attempting to recover it from the payee, we cannot do so.

For details on how to notify the Bank about breaches of security of your Telephone Banking access code or unauthorised Telephone Banking transactions, please refer to 'ensuring your security'.

General Matters

The Code of Banking Practice

This is a self-regulatory Code adopted by us and other banks. Its purpose is to set standards of good banking practice for banks to follow when dealing with persons who are, or who may become, their individual and small business customers and their guarantors. We actively comply with the Code.

Each relevant provision of the Code will apply to the Personal Telephone Banking service. The general descriptive information referred to in clauses 13.1 and 13.2 of the Code is set out in the 'Deposit Accounts for Personal Customers Terms and Conditions'. This includes information about:

- account opening procedures;
- our obligations regarding the confidentiality of your information;
- complaint handling procedures;
- bank cheques;
- the advisability of you informing us promptly when you are in financial difficulty; and
- the advisability of you reading the terms and conditions applying to the relevant banking service.

The Electronic Funds Transfer Code of Conduct

The Electronic Funds Transfer (EFT) Code of Conduct governs all electronic funds transfer transactions to or from accounts, which are initiated by a user through electronic equipment using an access method. This includes Telephone Banking transactions. We will actively comply with the EFT Code and this is our obligation to you.

What to do if you have a problem or dispute

Getting your complaint heard

Sometimes you may want to talk about problems you are having with us. Fixing these problems is very important to us. We've put in place ways of dealing with your concerns quickly and fairly.

Please talk to us first. We aim to resolve your concern at your first point of contact with us. So please raise your concern with any of the people handling your banking. You can contact us 24 hours a day, 7 days a week, from anywhere in Australia, by:

Telephone: 1300 130 467

E-mail: Go to our website – www.westpac.com.au and click on Contact Us

Fax: 1300 655 858

Mail: Reply Paid GPO Box 5265, Sydney NSW 2001.

If we can't resolve your concern at your first point of contact with us, we will escalate it to our Customer Resolution Team.

Contact our Customer Resolution Team directly by:

Telephone: 1300 130 206

E-mail: Go to our website – www.westpac.com.au and click on 'Contact Us' and then 'Feedback and Complaints'

Fax: 1300 655 858

Mail: CRST, Reply Paid 5265, Sydney NSW 2001

What to do if you are still unhappy

If we haven't been able to deal with your concerns to your satisfaction there are a number of other bodies you can go to. One of these is the Financial Ombudsman Service (FOS). The FOS deals with complaints about banks and their related companies.

Their contact details are:

Financial Ombudsman Service

Telephone: 1300 780 808

Fax: (03) 9613 6399

Online: www.fos.org.au

Mail: GPO Box 3, Melbourne VIC 3001

You can also contact the Australian Securities & Investments Commission (ASIC) to make a complaint and to obtain further information about your rights. They also have a freecall Infoline – 1300 300 630 and e-mail contact address – infoline@asic.gov.au

What happens if your details change?

If your address or other relevant details change, please notify us as soon as possible. If the account signatories change, please notify us as soon as possible by visiting any of our branches. Please note that unless you have given us adequate prior notification of account changes unfortunately we cannot be held responsible for any resulting errors or losses.

Factors that may influence our advice

This document has been designed to help you choose the right product from the outset. When you ask for a recommendation, please be assured that our staff members will always explain your choices and point you to the product that best suits your needs. Sometimes our staff may be offered incentives, including cash incentives, for achieving or exceeding a sales target for a group of products or the total value for their sales. These incentives, however, are not awarded for selling one product over another, ensuring you'll always be recommended products based purely on your needs.

Changes to terms and conditions

We may change the terms and conditions that apply to Telephone Banking at any time and will notify you of any changes.

We will always let you know in writing if we intend to:

- introduce any new fee or increase any existing fee in relation to Telephone Banking that applies to you (other than a government charge); or
- increase the account holder's liability for losses relating to electronic funds transfer transactions; or
- impose, remove or adjust any transaction limits which apply to the use of Telephone Banking.

The notice will be sent to your address shown on our records at least 30 days before the change comes into effect. However, such notice will not be given where you cannot reasonably be located.

Other changes may also occur, such as:

- a new or varied government charge that directly or indirectly affects you; or
- a variation of an existing fee that does not involve a fee increase.

If this happens we will notify you by placing a notice in a major newspaper, or by writing to you, in advance of the day on which the change comes into effect.

However, advance notice may not be given when a change is necessitated by an immediate need to restore or maintain the security of our systems or of individual accounts.

Provided you have agreed to us doing so, we may notify you of any of the above types of changes either by:

- (a) electronic communication to a device, electronic equipment or electronic address nominated by you; or
- (b) making particulars of such changes available at our website www.westpac.com.au

You may, at any time, vary the device, electronic equipment or electronic address you have nominated, or you may terminate your agreement to us notifying you by either or both of the electronic communication methods mentioned.

Definitions

'Account enquiry' means checking your account balance and/or transaction details. An account balance received immediately after, and as part of, a withdrawal transaction is exempt from fees.

'Access method' means the combined use of any one or more of the following components by a user to make electronic funds transfer transactions to or from an account using electronic equipment: card, card number, account number, customer number, PIN, Telephone Banking access code or Internet Banking password.

'Account holder' is the person(s) in whose name an account is conducted and who is responsible for all transactions on the account.

'Small business' means a business employing less than 100 full time (or equivalent) employees if the business is or includes the manufacture of goods, or, in any other case, less than 20 full time (or equivalent) employees.

'User' is either the account holder or a person authorised by both the Bank and the account holder to use an access method to make electronic funds transfer transactions on the account.

Anti-money laundering and counter-terrorism financing obligations

Please be advised that in order for us to meet our regulatory and compliance obligations we will be increasing the levels of control and monitoring we perform.

You should be aware that:

- transactions may be delayed, blocked, frozen or refused where we have reasonable grounds to believe that they breach Australian law or sanctions (or the law or sanctions of any other country);
- where transactions are delayed, blocked, frozen or refused, Westpac and its correspondents are not liable for any loss you suffer (including consequential loss) howsoever caused in connection with your use of Telephone Banking.
- we may from time to time require additional information from you to assist us in the above compliance process; and
- where legally obliged to do so, we may disclose the information gathered to regulatory and/or law enforcement agencies, other banks, other members of the Westpac Group, service providers or to other third parties.

You provide Westpac the following undertakings and indemnify Westpac against any potential losses arising from any breach by you of such undertakings:

- (a) you will not initiate, engage in or effect a transaction that may be in breach of Australian law or sanctions (or the law or sanctions of any other country); and
- (b) the underlying activity/product for which Telephone Banking is being provided does not breach any Australian law or sanctions (or the law or sanctions of any other country).



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